Massachusetts Bay Transportation Authority

Workforce Management

Ahmad Barnes, Chief Workforce Officer

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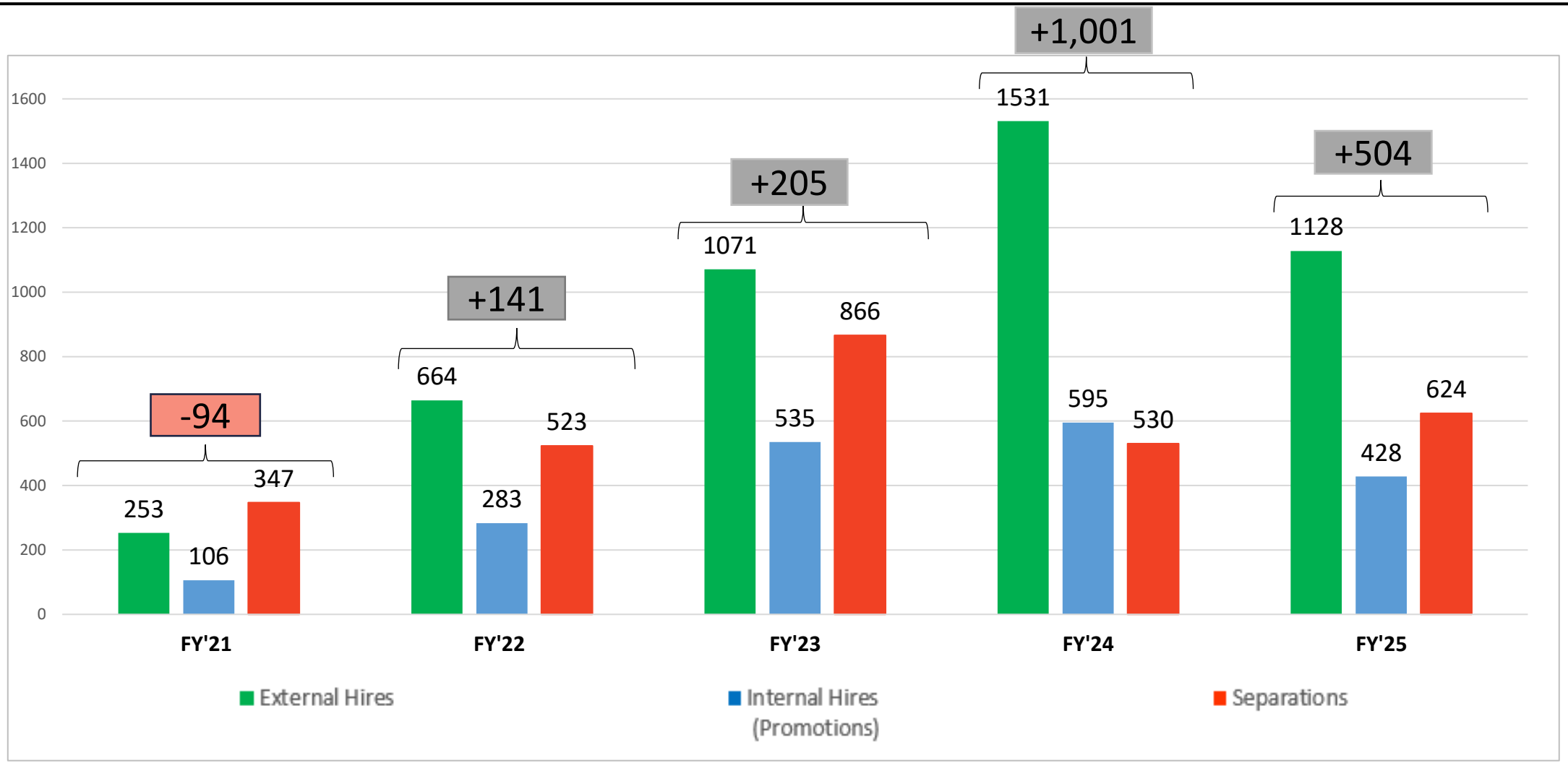
FY25 Hiring

- FY25 Headcount: 8,034 (7,652 Active + 382 Inactive)
  - Operating Budget: 7,409 (7,029 Active+380 Inactive)
  - Capital Budget: 625 (623 Active + 2 Inactive)

- FY25 Hiring Activity: Net Headcount + 504
  - 1,128 External Hires
  - 428 Internal Hires
  - 624 Separations

FY21-25 Authority-Wide Hiring



Net Headcount Increase

(External Hires – Separations)

Negative

Positive

* Promotions include selection process internal hires only

FY25 Performance Management

- FY25 **focus on relaunching of Performance Management program** for ~600 unaffiliated employees. This included **self review, manager review**, and having **critical conversations training**

- First step in **multi-year process** towards **incentivizing performance** and **improved accountability** for the workforce

- Successful engagement with **+90% completed by deadline**. Rollout for FY26 begins in October

- June 9 – June 30:
  - Annual Performance Review Training
  - Complete Self-Review in Career LINE

- July 1 – September 12:
  - Having Crucial Conversations: The Annual Review
  - Manager Review
  - Conduct Annual Performance Review Conversation

FY25 Employee Relations

- In July, the GM & COO made a mandatory watch video **"Addressing a Hostile Workplace."** The goal was to reiterate emphasis on standards in the workforce. **Everyone deserves to be respected in the workplace**, and we expect **employees and managers to uphold those values.**
- Since the release of the video there has been an uptick in the number of reported cases
- 170 Employee Relations cases reported in FY25

FY25 Labor Relations

- Maintained Productive Labor Relations
  - With **completion of bargaining for the 2023 – 27 bargaining cycle** in June 2024, the Authority is enjoying longest period of **labor stability since 1980s**

- Will **continue to work with unions and management** as MBTA changes how we do business
  - Recent examples include conducting discipline trainings for Operations supervisors, Rail Operations Cardinal Rules directive, and QCO Fatigue Management directive
  - Priority is to ensure the **system is safe for all**

- **Thank you to all our Unions** for their continued partnership

Workforce Development Events

- **APTA** Student Membership Drive: September 12
  - Event held for MBTA interns to hear more about **careers in transportation**
- OSHA **Women in Safety** Conference: October 3
  - Annual conference **focused on training and development for women** in safety roles
- The **MOLES** Career Fair: October 24
  - Organization **works to promote careers in the trades**, particularly in Heavy Construction and Engineering